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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Thankfully I live in a market where I have a few choices for Internet providers. After using the cheapest (Comcast and ATT) for a while, I gave up. Their customer service is notoriously awful, and I estimated that I dedicated 5 full workdays to one particular issue between phone conversations and waiting for technicians before I gave up. That's a week without Internet service, although it was actually much worse than that because it played out over the course of a couple of weeks, and was during a period when I was job hunting.

Thankfully I found Sonic. They are reliable and fix any issues within a few hours. Appointment times are precise and they show up on time. They are responsive, honest, and reliable which are not words I would use to describe my experiences with ATT or Comcast.

We should all have these choices. I pay more but I get more. Competition is important for consumers.

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